



A study of absenteeism in textile industry

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Abstract

“We have the machines. But do not have people to operate the machines.”

Employee Absenteeism in textile industry is the big challenge which reflects high impact on performance of organization. Employee presence at work ensures high productivity, quality delivery and commitment towards improving the performance of organization in terms of efficiency and effectiveness of human resource management. Absenteeism is unpredictable in nature and serious workplace problem that occurs at the expenses of both employers and employees. The impact of absenteeism not only leads to financial losses but also loss of goodwill of organization. This paper attempts to identify the causes of absenteeism especially in textile industry and measures to overcome the high rate of absenteeism.

Keywords: absenteeism, performance, productivity, organization

1. Introduction

According to the Annual Report 2009-10 of the Ministry of Textiles, the Indian textile industry contributes about 14 per cent to industrial production, 4 per cent to the country's gross domestic product (GDP) and 17 per cent to the country's export earnings. The industry provides direct employment to over 35 million people and is the second largest provider of employment after agriculture but,

“Apart from that as far as textile industry is concerned, they have been recruiting people with low level education i.e., between sixth standard and tenth standard, however since many people now are opting for higher education, availability of people with low level education is restricted”.

Labor shortage clearly leads to increase in costs in the industry, which means wages have to be increased and other welfare facilities will have to be created to attract workers, which will ultimately help industry by and large”

Indian Textile Industry is one of the leading textile industries in the world Though was predominantly unorganized industry even a few years back, in India textile industry contributes quite a large its share to the mainstream economy. Within textile industry, manufacturing and export plays a major role in the economy of the country. India earns about 27% of its total foreign exchange through textile exports. Further, the textile industry of India also contributes nearly 14% of the total industrial production of the country. It also contributes around 3% to the GDP of the country. India textile industry is also the largest in the country in terms of employment generation. It not only generates jobs in its own industry, but also opens up scopes for the other ancillary sectors. Indian textile industry currently generates employment to more than 35 million people.

Ichalkaranji is the most popular city in producing various textile products like Suiting, Shirting, Dhoti, Sarees, Home textile product. Textile industry in Ichalkaranji to a great extent depends on migrant workers who basically come from North India, especially from Uttar Pradesh, Bihar and Orissa. The power loom

weavers, embroidery unit owners and textile processors in Ichalkaranji are facing severe shortage of skilled labour for the past couple of years. There is lack of availability of skilled workers in fabric production and their machinery handling. Further it requires them to work in 3 shifts a day, overall effect of which has caused a large level employee absenteeism in this industry.

Reasons for choosing this study

Today Textile industry is facing labor shortage because of labor habits at work time, bad working conditions for employee in industry, night duty in industry, wage and salary issues of labor, safety and health issues at workplace, lack of welfare facilities for labor, compensation and bonus related issues and other problems in Textile industry. Hence current study intends to provide some constructive measures to help reduce the labor shortage in Textile industry, provide suggestions regarding effective maintenance of labor at workplace, type of facilities to be provided to them and so on.

Objectives of the Study

1. To find out various causes of absenteeism in textile industry.
2. To provide suitable suggestions to reduce the absenteeism.
3. To study the impact of absenteeism on the organization.

Statement showing problems

- Shortage of worker in Textile industries
- Increasing absenteeism of labor
- High labour turnover
- Expectation of high wages and more welfare facilities.
- Lower productivity of workers and machinery.
- No safety facilities are provided to the workers.

Research Methodology

Research Methodology is defined as a more systematic activity

Directed towards discovery and the development of an organized body of knowledge. An efficient research contributes to the evaluation of a proper decision, which ultimately affects the path the organization will choose. The data collected is of paramount importance and hence the research process has to be effective and an efficient one.

Research Methodology involves adopting various techniques which are best suited for the research and study of the problem, for investigation and analysis of the problem. It starts with data collection from various sources i.e. primary and secondary sources, data analysis and interpretation and finally the findings or conclusion from the analysis.

Data required for the current study have been collected both through primary and secondary sources.

Sources of primary data.

- Questionnaire Survey.
- Observation

Sources of secondary data.

- Text Books
- Journals
- Monthly reduced labor in industry (review of industry and observation)
- Leave records of employees.

Limitations of the Study

While undertaking the current study we have encountered certain limitations which are as follows:-

1. The workers were busy with their work therefore they could not give enough time for the interview.
2. The personal biases of the respondents might have entered into their response.
3. Some of the respondents gave no answer to the questions which may affect the analysis.
4. Respondents were reluctant to disclose complete and correct information.
5. Day and night shift workers were changing from week to week hence it was difficult to avoid duplication of data being generated.
6. Current study has been conducted within a short period of time and hence sample selected may not actually reflect accurate picture of the industry all the time.

Theoretical Background

Human Resource

Every organization or industry is not only made by brick, cement or wood but it builds by 4 m's i.e.

- a. Money
- b. Material
- c. Machines And
- d. Men

The man is ultimate resources of the organization because they think, speak, so that utilization of this resource is very critical. Every success of origination is depending on efficient and effective man power. HR starts when a man enters in the organization and its end, when he leaves the organization. HR deals with the human dimension. Success or failure of an organization depends on the effective coordination of the

resources such as money, material, machinery and men. Among these, the role and operation of men is the most complex. All the activities of an organization are initiated and completed by the persons who make up the organization. Therefore, people are the most significant resources of any organization. HRM is known by different names – Personal management, personal administration, man power management.

“Personnel management Basic functions of selection, training, Compensation, etc., in the management of an organization’s personnel”

“Human resources management (HRM) Extension of the traditional requirements of Personnel management, which recognizes the dynamic interaction of personnel functions with each other and with the strategic and planning objectives of the organization.”

Role of HRM

The role of human resource management in organization is at counter stage. Managers are aware that HRM is a function that must play a vital role in the success of organization. It is an active participant in charting the strategic course an organization must take place to remain competitive, productive and efficient. Its focal point is people, people are the life blood of the organization. The uniqueness of HRM lies in its emphases on the people in work setting and its concerns for the well living and comfort of the human resources in an organization. The HRM function is much more integrated and strategically involved. HRM and every other function must work together to achieve the level of organization. Effectiveness required competing locally and internationally.

Labour shortages – definition

The issue of labour and skill shortages has been receiving considerable attention for much of the last two or three years. This debate has, in turn, resulted in a large amount of activity in government policy making circles. Despite the discussion and policy activity, the nature of shortages remains poorly defined, with much of the concern seeming to focus on phenomena associated with the normal workings of the labour market as industries grow and out compete less efficient industries for scarce resources. Put this way, it is easy to see that much of the discussion around the topic of shortage seems remarkably close to the economic problem – that of satisfying unlimited wants with limited resources. The discipline of economics is focused on the analysis of this problem, and this paper contributes to the debate by framing skill shortage in this context. It is shown that economic theory provides a strong conceptual framework to define shortage and to enable the evaluation of proposed policy responses to this issue.

Defining labour shortages

What is a labor shortage? No universal definition.

Static Shortage: condition in which employer demand for workers is greater than supply of workers willing to work at that wage rate Blank-Stigler define dynamic shortage as when supply of workers increases less rapidly than number demanded Arrow-Capron define dynamic shortage as when there is a steady upward shift in the demand curve, resulting in unfilled vacancies.

The term labor or skill shortage has no universally agreed upon definition. It is sometimes used to refer to a shortfall in the total

number of individuals in the labour force, and sometimes denotes the possible mismatch between workers and jobs in the economy (see Shah and Burke 2005). A number of definitions that have been proposed and used are discussed below.

Reasons of labor Absenteeism

Absenteeism is a major problem which adversely affects the entire industrial economy hence the extent to which absenteeism of the workers can be reduced is of great importance to the success of an industry. The problem of absenteeism is of vital importance in Indian organization because in comparison to the west, the rate is considerably higher in India. Absenteeism among workers is one the most establishing factors. In an organization, it results in production losses; an increase labour cost and reduces efficiency of operation. The losses and additional costs caused by absenteeism expressed in terms of money will be alarming. The increased productivity of an industry mainly depends upon the best possible use of man power which is the most valuable and hampers the entire production process. It is a problem which needs everybody’s attention. A general definition of absenteeism includes time lost because of illness and accident and time away from the job due of personal reasons whether authorized or unauthorized. Authorized absence on leave with pay is also treated as absence.

Causes of Absenteeism

The workers remain absent for various reasons which some may be genuine but other sure not so The Labour Investigation Committee (1946) pointed out the following causes of absenteeism.

1. **Sickness and low vitality:** The labor investigation committee pointed out that sickness is responsible for a considerable part of absenteeism at most places, epidemics like cholera, small box and malaria most industrial areas the vitality of workers make them an easy prey to such expediciencies and bad housing and insanitary conditions of living appear to trouble.
2. **Means of transport:** Again, the sickness rate is also affected by the nature of the jobs and the provisions of transport

Following table depicts some of valuable statistics about India and its industries.

Table 1

Serial Numbers	Particulars	In numbers or values for India
1	Population	1,210,193,422 (1.21 billion)
2	Rate of urbanization	286,119,689
3	Rate of rural	742,490,639
4	Male Population	623,700,000 (623.7 million)
5	Female population	586,500,000 (586.5 million)
6	Number of working factories	1788
7	Literacy percentage (male)	75.96
8.	Literacy percentage (Female)	54.28

HRM in textile

Textile is industry oriented field where lots of processes are there to carried out raw material/fibers to finished garment. In this we have required technical skilful and motivated peoples. For textile, a little bit differences in the scope, approach in HR concept, because here peoples think differently, expect differently. In

facilities of the workers for attending the factories and coming back to homes after working hours.

3. **Night shift:** It has also been pinpointed out that there is a great percentage of absenteeism during the night shift than in the shifts owing to the greater discomforts on work during night time.
4. **Rural Exodus:** It has been noted that the workers go back to their villages at the time of harvesting and showing the crops and when their visits to the village home are frequent regular it increases the rate of absenteeism in the factories.
5. **Accident:** Industrial accident depends upon the nature of work to be performed by the worker and his ability and soon that the undertakes for doing that work in case of hazardous nature of the job accidents occur more frequency which leads to higher rate of absenteeism.
6. **Social and Religious function:** It has been noticed that worker remain absent on their duty on occasions of social and religious since worker like to visit their families on such occasions hence they go back to their villages for show period.
7. **Drinking and amusement:** Drinking and amusement in the late hours of night makes it the worker to reach in time for their duties. They like to become absent rather than coming late. Since they know that badly worker will be substituted.
8. **After Pay Day:** It has been noted by the industrial committee that the level of absenteeism is comparatively high after the payday. When the worker either feels like having a good time or some case return to their villages to makes purchase for the family and meet them.

Other Factors/Causes

- Inadequacy in welfare facility.
- Insecurity of employment with no stake in life.
- Fatigue and innate desire for rest and enjoyment.
- The prospect of high wages during harvesting season in rural areas have all been responsible for absenteeism.
- Unsatisfactory housing condition.
- Undesirable behavior of employer.

textile, environment is different as compare to other origination or industry, here more interaction to be carryout around 80% manager spend time in handling of human resources. A very common problem always exist in every textile oriented that is conflict (grievance) in intra department or in worker and management, so this HR (HRM) play as a tool to resoles this

problem efficiently. HRM increase the communication, coordination and involvement so that chances of misunderstanding will be minimum. Even in organizations with educated and experienced staff, due to the lack of cooperation on part of the management, the department cannot carry out its functions.

The basic concept of HRM is to attract and retain the right person at right place in right time with right remuneration. In textile HRM should appoint the skillful employ at the right, appropriate, correct place where hr express his capabilities, because if we place sensitive people at spinning production then he will face so many problems. For textile, it is compulsory to that the company treat the employee as an asset of the company. A simple human transform as a asset by selection of right person for right place & trained him and provide adequate career development opportunity. In textile a major issue is the wages and salary with time (promotional), so HR took care about that and make structure in such way that it satisfies both i.e. worker (employees) and management. HR play just like a bridge between management and employees, somebody termed these jobs as a thanks les job.

The textile industry had gone through a tough phase, but now textile industries want to capture the global market, so they are thinking on overall improvement. Many issues such as better productivity and production, infrastructure up gradation, social compliance, and labour problems, coordination, customer relationship are still grappling the industry and efforts at small levels towards the betterment of the existing scenario are on. However, amidst realization and solutions to all these problems, one necessary aspect - human resource management, which includes the human resource development.

For textile what HR can do?

- Identification of people requirement i.e. why & how much to be required, because in textile every process requires different numbers of peoples for say spinning section requires much more as compare to garment.
- After this, HRM find out where they are available, i.e. internal or external for say education institutes or competitors or etc.
- Next is training, textile training is very much important, because entire thing is depend on this. If training is wrong or doesn't give result then origination looses the time, money and effort. In textile we should concentrate on training. In this, there are 4 types of training ie, internship, remedial, refresher, promotion training. HRM provide these by two methods ie on the job and off the job. Training should match with organizational goal, job profile, job description, characteristics of trainee.
- After this HRM can evaluate the training program by taking interview report submission or by field observation
- Next is performance appraisal
- Compensation and rewards have to be individually charted depending on the intellect brought in by the employee along with the time frame for its delivery. The company should have reward programs on a group basis for knowledge workers

“With the situation of the industry improving, the employment opportunities should surely improve,” he adds. At present time

there is boom in textile sector, as quota free result, so industries are doing a lot of efforts to meet increased demand in foreign as well domestic area. This has led to a shortage of skilled workforce. HRM would be a tool to handle this type of problem. In India there is 20% growth increasing in fabric production as compare to last year so there is a lot of employment opportunity, so HRM would be more important in Indian scenario. And now industry realized that if we not hired or trained employee then growth curve will fluctuating. Now industries require the more numbers of potential and skillful employees. A well-qualified technician would definitely add to their standard, and output towards the organization goals, and the main reason of shut down of many companies, is failure of HRM.

However, industries realized that the solution of all problems is one necessary aspect - human resource management, which includes the human resource development - that can definitely help the industry go a long way, has been left out.

Data Analysis and Interpretation

Table 2: Respondents Working Department

Particulars	No of Respondents	Percentages
Sizing	15	30
Drawing-in	4	8
Textile	24	48
Mending	3	6
Checking/ Folding	4	8
Total	50	100

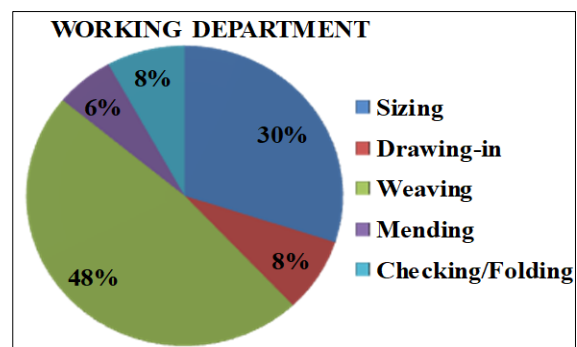


Fig 1

Table 3: Number of Respondents Facing Health Problem

Particulars	No of respondents	Percentages
Yes	35	70
No	15	30
Total	50	100

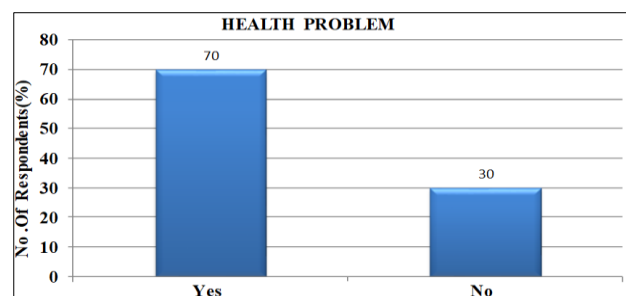


Fig 2

Table 4: Number of respondents who received non-monetary benefits.

Particulars	No of respondents	Percentages
Transportation	25	50
Canteen Facilities	15	30
Medical insurance	10	20
Total	50	100

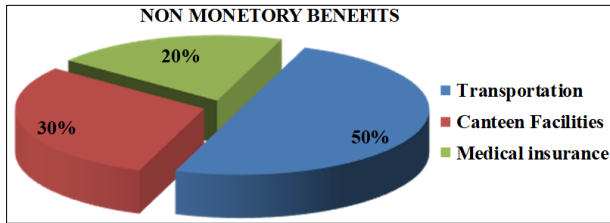


Fig 3

Interpretation

From the above table and chart it can be observed that 20% & 50% of the respondents are provided with medical and Transportation, whereas 30% of the respondents were given canteens facilities.

Table 5: Monetary Benefits

Particulars	No of respondents	Percentages
Bonus	24	48
Leave allowances	8	16
Medical insurance	10	20
Other allowances	8	16
Total	50	100

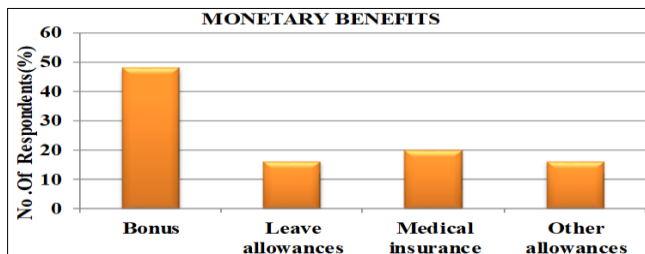


Fig 4

Table 6: Extra Working Condition

Particulars	No of Respondents	Percentages
Never work overtime	23	46
Enjoy my work	4	8
Part of my job	9	18
Some other	14	28
Total	50	100

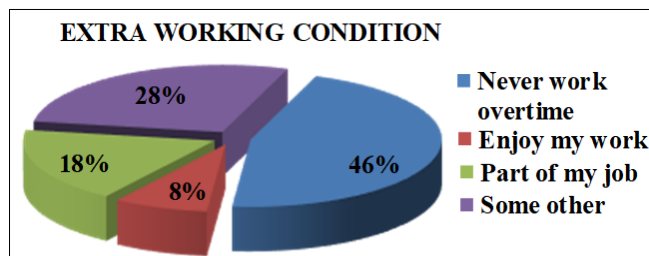


Fig 5

Table 7: Arrangement of Time and Workplace

Particulars	No of respondents	Percentages
Flexi-Time	8	16
Parental leave	9	18
Normal Working Hours	18	36
Workplace nursery child care	12	24
None of these	3	6
Total	50	100

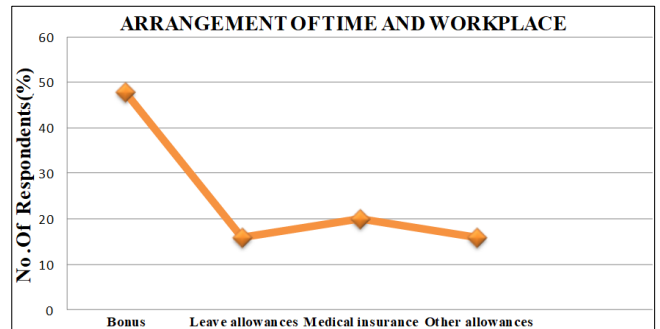


Fig 6

Table 8: Reasons of Employee Absenteeism

Particulars	No of respondents	Percentages
festival/social program	28	56
dispute with boss	4	8
Family Problems	11	22
Other	7	14
Total	50	100

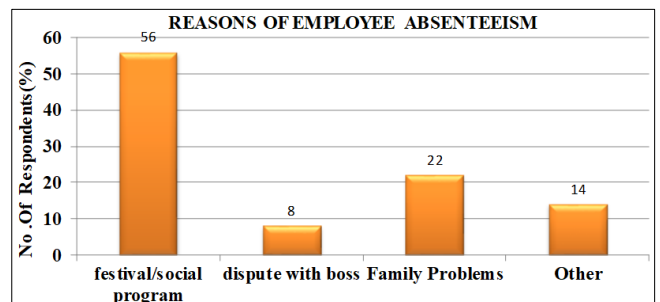


Fig 7

Findings of the Study

1. Most of the labor previously working in textile industry are now inclining towards agriculture.
2. Most of the respondents are highly dissatisfied with current salary.
3. Most of the respondents are uneducated.
4. Most of the respondents are working in the mill for more than 20 years.
5. Most of the respondents expect hike in their salary.
6. Many people working in textile industry are having health problem like eye problem, back pain, skin problem etc.

Suggestions to Reduce Labor Shortage

1. Organization should increase the remuneration and provide welfare facilities to the labour to reduce labour shortage.
2. Organization should make provision of paying half of wages to labor during the layoffs.

3. It is suggested that organizations should find alternative use of labor during recession and try to retain them on contract basis.
4. Management should think about personal and family problem of labour which can be increase the efficiency of labour.
5. Organization should try to provide better working conditions to their workers.
6. Organization should arrange the medical camps in the organization to ensure healthy and adequate workforce.

Conclusion

If workers are supported by management then this problem of labour shortage can be controlled and reduced to a great extent during recessions and cut throat competition. Due to globalization competition is vital in the business world. Human resource management plays an important role and need has been felt for the effective management of human resource in textile industry desperately.

The HRM department by providing welfare facilities, fair remuneration and proper working environment in the organization can initiate a step towards building strong labor-superior relation, which in turn will help textile industry to maintain adequate and healthy workforce during the time of need.

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